



Service User Guide



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Promedica24 UK Ltd

Essential information for people who are thinking of applying to Promedica24 for a service and for those who are already receiving a service from us.

This Guide is available in Braille and other languages and formats. Please contact our Office if you require the Guide in a different format.

**Emergency Out
of Hours Number
0118 321 4462**

Introduction

This document ("the Guide") has been created to provide future and current recipients of our care packages with information about the services we provide. Please read the Guide carefully and keep it in a safe place so that you can refer to it as necessary.

Please do not hesitate to ask the care manager or your carers if you need help reading or understanding any part of the Guide, or if you require more information.

If you require an alternative format such as Braille or languages other than English, please contact us.

The Guide will be updated to reflect any changes to our services.

Care Quality Commission rating

Promedica24 (Lancashire) Ltd was awarded a rating of "Good" when inspected by the Care Quality Commission (CQC). The ratings for each of the five key questions used in the inspection are as follows:

- Is it Safe? **Good**
- Is it Effective? **good**
- Is it Caring? **Good**
- Is it Responsive? **Good**
- Is it Well-led? **Good**

The full inspection report is included in this information pack. It can also be obtained together with previous inspection reports on the **CQC website**.



About Promedica24 UK Ltd

Address

Promedica24 (Lancashire) Ltd
Suite 38 Hardmans Business Centre,
New Hall Hey Road,
Rawtenstall,
Lancashire
BB4 6HH

Telephone

(01923) 381200

Website

<http://www.promedica24.co.uk>

About Promedica24

Promedica24 (Lancashire) Ltd is a privately owned Franchise company.

Promedica24 is the largest live-in care provider in Europe and has been operating for over 15 years.

Katarzyna Twardowska is the Executive Director, responsible for Quality & Compliance as well as overseeing operations between the EU and the UK. Katarzyna has worked for Promedica24 for 10 years.

Grzegorz Wrzosek is the Country Manager also responsible for Human Resources, Finance and UK Recruitment. Grzegorz has worked for Promedica24 for 4 years.

Promedica24 is registered with the Care Quality Commission (CQC) to provide personal care and support to people in their own homes in order to keep them as independent and active as possible.

The registered person, responsible to the CQC for the running of the service is Grzegorz Wrzosek.

Tina Benson is Head of Care, responsible for overseeing the Care Team including registered managers.

The registered managers are Helen Openshaw (North) and Gillian Louggar (South), who are responsible for the day-to-day care provision of Promedica24. The business is fully insured in line with the statutory requirements.

Our values and aims

At Promedica24, we are committed to following our core values at all times.

- To be **Caring**
- To have a **Positive Approach**
- To be **Responsive**
- To always strive for **Excellence**



What Promedica24 provides

Our range of services

Promedica24 provides live-in care services suited to individual needs, including:

- Personal care and support when needed
- 24-hour care
- Help with housework, shopping, and other activities of daily living

People for whom we provide services:

- People over 18

Promedica24 can provide help with personal care tasks and activities of daily living such as:

- Getting up and going to bed
- Mobility
- Toilet arrangements
- Going to shops
- Picking up prescriptions
- Taking medicines
- Wound care
- Preparing, cooking, and serving of food and drinks
- Eating and special arrangements for eating and drinking
- Companionship and social activities

This is not a comprehensive list and although we do not provide a full nursing service, because we are not registered as a Nursing Agency, we can provide delegated nursing support for which all our carers are appropriately trained.



How Promedica24 UK delivers care

Initial contact

When you realised that you needed care, you may have approached Promedica24 directly; alternatively, you may have been referred to us by the local authority adult social care department/health service, which might be funding some or all of your care. In either case, any information we receive will be dealt with sensitively and in confidence.

Promedica24 operates a Franchise network, so you may have been referred to our care time by one of our local Care Consultants.

Prior to starting care, we will need to be sure that the package we will provide is going to be suitable. Firstly, we will speak to you to discuss your needs and expectations. Following this, we may also speak to your family, and with the adult social care and/or health services that contacted us.

Assessing your needs

If someone is referred to us from an adult social care/health service, your needs might have been assessed already. As a result, it has been agreed that care at home is going to meet your needs. A summary of this information, usually called a needs assessment, will have been passed to us.

If you have approached us directly (or through your family), we will carry out an assessment ourselves. To do this, we will need to ask you a range of questions, in addition to seeking information from your family carer, your doctor, and any other specialists who know about your health and needs where required. The assessment will be carried out by our specially trained staff.

We hope that you do not find the means by which we get to know your needs too intrusive. We want to build up a full picture and we will do this as quickly and tactfully as possible.

Remember, all your information will be treated confidentially. Our aim is to always make sure that we understand your care needs and your preferences with regards to our services, so that we can respond in ways which best suit you.

Risk assessments

If you have decided to have live-in care, you will be aware that this means the carer will be living with you all the time, so you will have access to them throughout the day when you need care or support.

Whilst receiving care and support we want to be sure that everybody concerned understands the risks and has thought about them responsibly and that the risks to be taken are not unreasonable or unnecessary.

So, with your input, we will carry out a risk assessment, weighing up the risks to be taken with the advantages, and if it seems appropriate, we might make suggestions as to how unnecessary risks can be kept as low as possible, whilst supporting you to retain as much independence as possible.

Your personal care plan

Having assessed your needs and the risks in the situation, we then, again with help from you and your family members, friends and possibly an advocate, prepare a plan for the care we expect to deliver.

We call this your Personal Care Plan because you, as the person receiving the care, are central to it. It will outline the level of support you require in all areas of your life to help you remain as independent as possible and fully involved in all aspects of your care and support.

Reviews and Reassessments

Of course, over time your needs may change. You may need more care or less care, and new risks may become apparent. So, again with your help, we will keep your needs under review and take decisions about the care plan accordingly.

If at any time there are aspects about your care which you would like to change, please let us know.



Cover and Emergency Arrangements

We are committed to making sure that you always have enough support for safe, effective, and responsive care.

We recognise that you will most likely prefer to be cared for by the same carer or a small team of carers whom you can get to know and trust. We will always try to make sure that you have that kind of continuity and consistency as much as possible.

We will arrange emergency cover and discuss any alternative arrangements that can be made, should the carer not be immediately available. If your carer does not arrive at an expected time without prior notice, please contact us as soon as possible to find out what might have gone wrong and how the situation can be put right.

Terms, Conditions and Fees

We will explain our charges to you personally as they are decided on multiple factors, including whether your care is being funded partly or wholly by the local authority or health services. The written agreement made with you will include all details about our fees and the arrangements for paying and revising the fees if you are paying them yourself.

Terms, Conditions and Fees

We always welcome feedback on our services, whether these are compliments, complaints, or suggestions for doing things better.

You should feel free to make any comments directly to us via your Franchisee, care manager or via our complaints team complaints@promedica24.co.uk who will ensure your concerns are investigated and remedied.

If you prefer, you might wish to take up the matter with your Care Manager. If you feel that your complaint or feedback has not been taken seriously, or acted on by the person to whom you first reported it, you should ask to be put in touch with Helen Openshaw, H.Openshaw@promedica24.co.uk or Gillian Louggar, G.Louggar@promedica24.co.uk.

If you would like to make a formal complaint, please take the steps outlined in the attached complaints procedure.

If you feel that we have not dealt with a complaint to your satisfaction, you have the right to complain or report the matter directly to the local authority or health service if it is funding your care.

We also have a duty of candour. This means if we find that a mistake has been made during any part of your care, we will inform you of this and any mitigating steps we will take or have taken.

A copy of our Complaints Procedure is attached to this document.

Keeping You Safe

We will continue to give the protection of the people we support the utmost priority. We will work closely with the local safeguarding adults board if we have grounds to suspect that anyone who is using our service is being abused or is at risk of being harmed.

Promedica24 requires its carers to report and record any incidents so that all possible steps can be taken to prevent these from reoccurring.

A copy of the safeguarding policy is attached to this document.

Covid-19

Promedica24 follows all updated government and public health guidance to prevent and contain any spread of Covid-19 in the community. Our team members are fully aware of the measures we are taking to prevent the spread of COVID-19. We encourage all of our staff to be fully vaccinated against Covid-19.



Quality Assurance

Promedica24 is committed to providing the best possible service. To do this, we continually review our processes, talk with our team and other people who are involved in the service, such as the CQC. Above all, we listen to the people we support. This process is called quality assurance. It involves:

- regular reviews with you about your care and support needs and how they are being met by Promedica24;
- reports from staff about any difficulties or concerns they might have about your care;
- regular careful checks on all care plans, working hours and other records;
- regular supervision meetings between each care worker and their line manager;
- at minimum, an annual visit to all people using the service by a manager to hear your views at first hand;
- a regular visit by a care manager to ensure staff changeovers go smoothly;
- an annual survey of people using our service and where appropriate their relatives or representatives, to obtain views and opinions.

A copy of the latest CQC inspection reports is attached to this document. Other reports can be found on the [CQC website](#).

In addition to these opportunities, please feel free to let us have your views at any time. We need to know how we are doing, and you are best placed to tell us.



Changes of Registration

Promedica24 will always keep you informed in the unlikely event of it closing or changing ownership, and what any such change might mean for you in line with its registration requirements. You can be assured that the CQC will have been notified of any such change and will be actively involved in any transition or transfer of responsibilities together with the relevant local authorities.

Review of This Document

Promedica24 regularly reviews its policies. We welcome any comments on the contents of this document.

Promedica24 tries to make sure that everyone is fully satisfied with its services.

Attachments

- A copy of the most recent Inspection Report from the CQC and quality rating (or online link).
- A copy of the Complaints Procedure.
- A copy of the Safeguarding Policy.

Additional Information

These are the organisations that you should know how to contact if you need to:

- The CQC invites people who use registered services to share their good or bad experiences with them by phoning 03000 61 61 61, sending an email to enquiries@cqc.org.uk, or completing an online form at www.cqc.org.uk.
- If you are concerned about possible ill treatment, neglect of your needs or abuse occurring anywhere in the provision of the service, you should contact the local safeguarding adults board, who will respond to your concerns.
- If you need to discuss or review any part of your care with someone from the local authority you should contact the adult social care department.
- You might also wish to have independent help when taking decisions about your care and treatment, which you can get by contacting impartial charities, such as your local branch of Age UK or the Alzheimer's Society.



For more information please get in touch with our team on:

0800 086 86 86

Email: care@promedica24.co.uk or visit: www.promedica24.co.uk

PROMEDICA24
Live-in companionship & care



Promedica24 (Lancashire) Ltd is registered and licensed by the Care Quality Commission to provide live-in care services.
Registered provider ID 1-3096905385.

Promedica24 (Lancashire) Ltd, Suite 38 Hardmans Business Centre, New Hall Hey Road, Rawtenstall, Lancashire. BB4 6HH